



Plan Quality Comparison Guide

Welcome to the Healthy Families Program Plan Quality Comparison Guide for 2003

This Plan Quality Comparison Guide is published to give you an overview about the performance of participating health and dental plans in providing care and customer services to HFP members.

What's in this Report?



- Health Plan Quality:
Results of information about services provided by participating health plans.
- Members' Experience:
Results of a survey of families enrolled in the Healthy Families Program during 2001.

If you would like to share your thoughts on this Report, please write to:

Healthy Families Program
Attention: Benefits Division
P.O. Box 2769
Sacramento, CA 95812-2769

Health Plan Quality Measures

This section presents health plan quality information for the Healthy Families Program. Each plan provided information on the number of children who received certain preventive care services during 2001. The information was independently audited and certified. The information provided is based on a nationally recognized quality measurement approach that many purchasers of health insurance consider a standard for measuring health care quality.

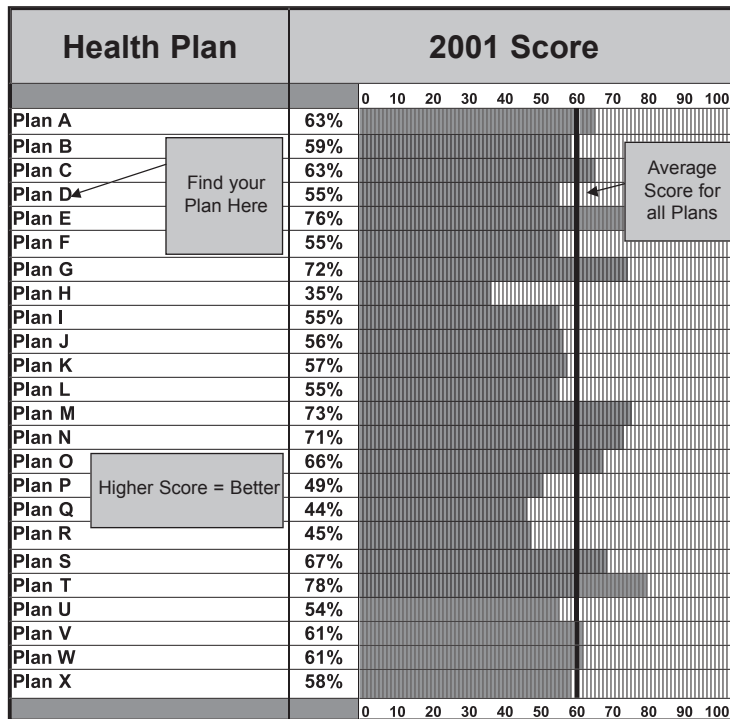
This section includes quality information related to four services:

- **Childhood Immunizations** - measures the percent of children who received all recommended immunizations by age two.
- **Well Child Visits** - measures the percent of children, ages three through six, who received a preventive health visit.
- **Adolescent Well-Care Visits** - measures the percent of teens, ages 12 through 19, who received a preventive health visit.
- **Children's Access to Primary Care Practitioner** - measures the access to primary care physicians, nurse practitioners, and other primary care providers.

These charts allow you to compare individual health plan scores for each measure.

Plan scores vary widely among measures. In other words, a plan's high/low score in one measure may not indicate a high/low score in another measure. The information is presented for your review and should be used in combination with other factors you consider important in making your health plan choice.

How to Read the Chart

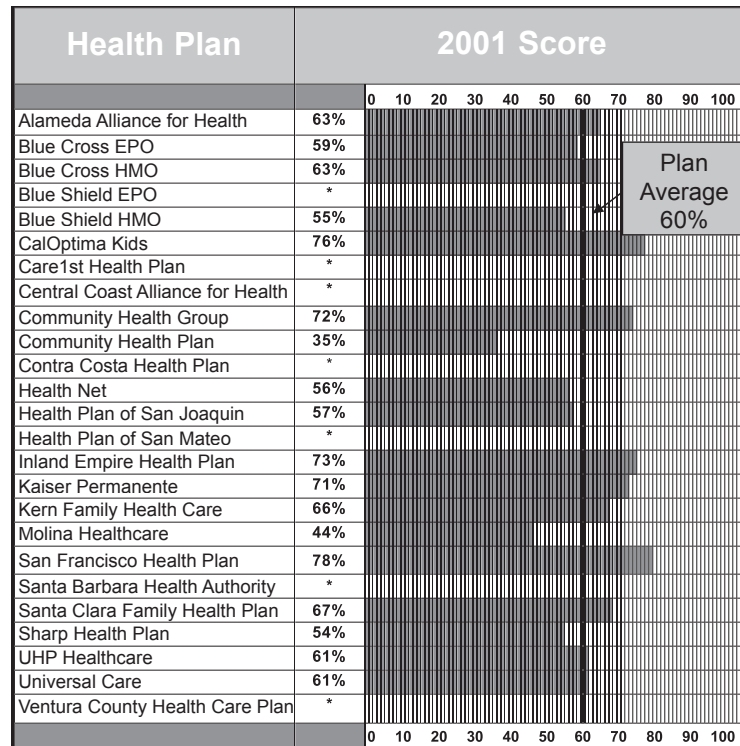


Health Plan Quality

Childhood Immunization Status

This measure describes the percentage of children who turned two years old in 2001, who were continuously enrolled for 12 months before their second birthday, and who received immunizations as recommended by the American Academy of Pediatrics.

It is estimated that one million children in the United States do not receive the necessary vaccinations by age two. Immunizations have proven to be one of the easiest and most effective methods of delivering preventative medicine. Immunizations are an important defense against childhood diseases.

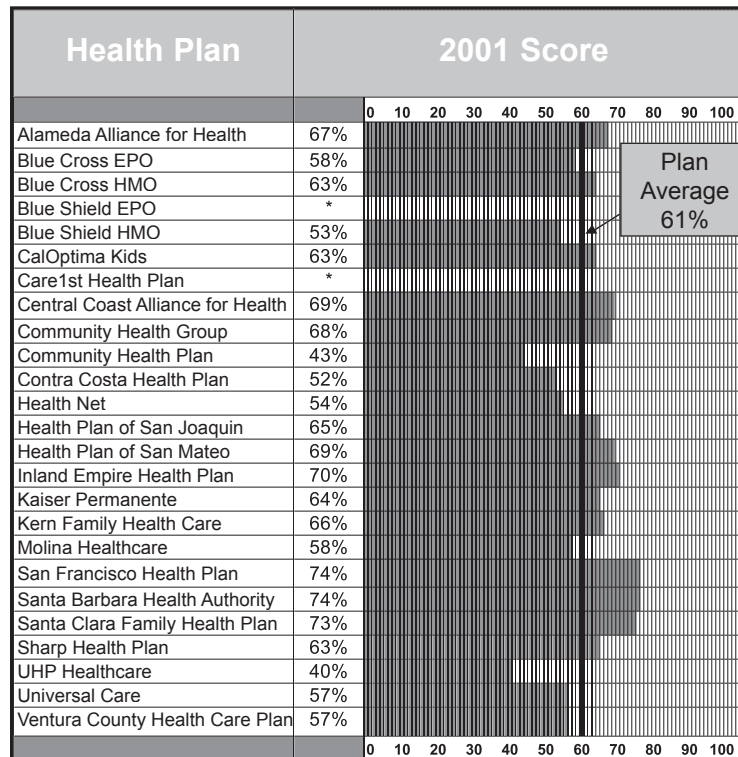


* Not enough data to report the plan's score.

Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

This measure describes the percentage of members who were three, four, five, or six years old during the measurement year, who were continuously enrolled in the plan during 2001, and who received one or more well-child visit(s) with a primary care provider during the year.

The American Academy of Pediatrics recommends annual well-child visits for two to six year olds. Benefits of this measure include detection of potential vision, speech, learning, or other problems that may be addressed by early intervention.

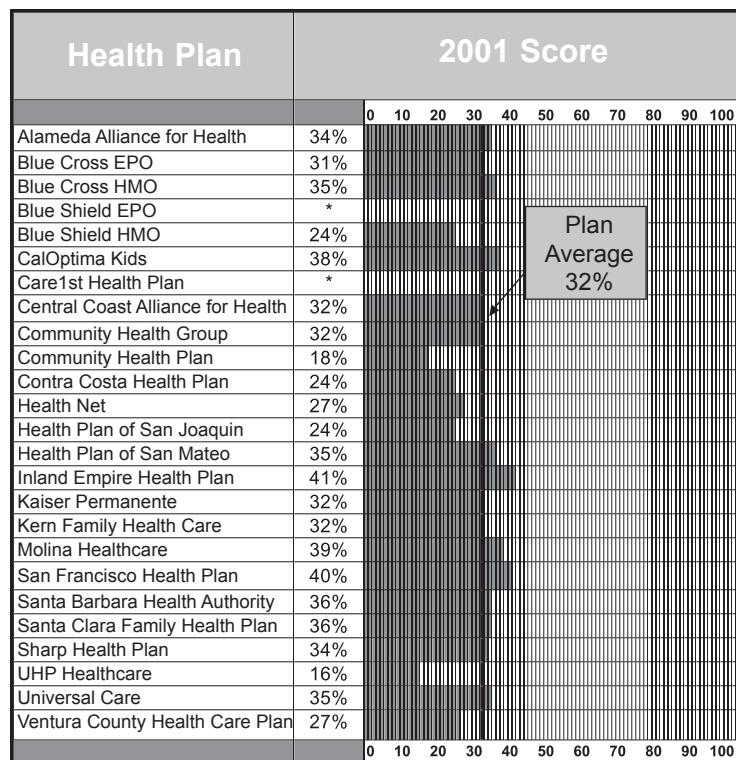


* Not enough data to report the plan's score.

Adolescent Well-Care Visits

This measure describes the percentage of members ages 12 through 19 who were continuously enrolled in the plan during 2001, and received at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during the year.

Detection of changes in physical, social, and emotional health status during this transitional period in a child's life is of great importance. The American Medical Association and the American Academy of Pediatrics stress the need for yearly well-care visits in this population.



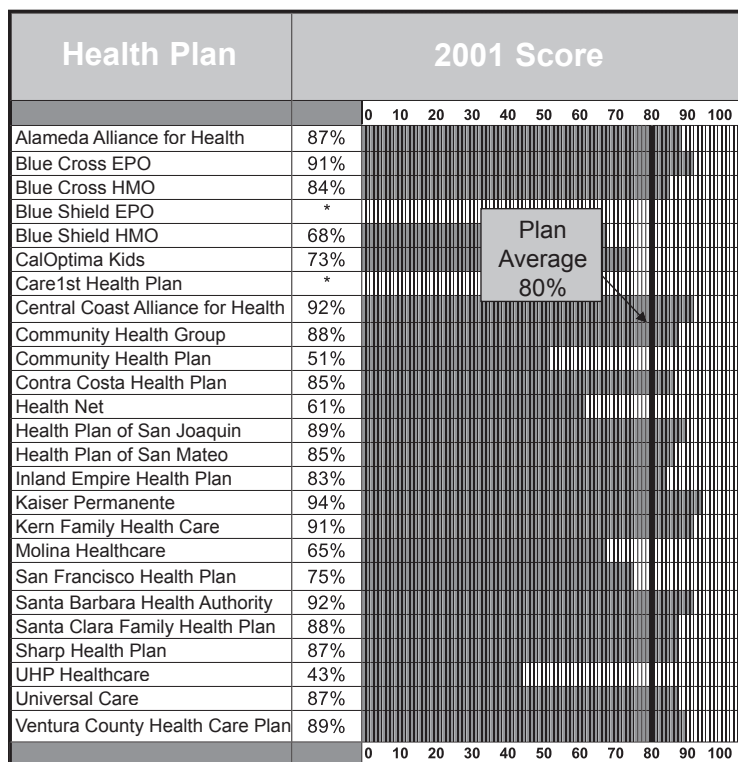
* Not enough data to report the plan's score.

Children's Access to Primary Care Practitioners

This measure describes:

1. Children age 12 months through 6 years who were continuously enrolled during 2001 and had a visit with a primary care practitioner during 2001; and
2. Children age 7 years through 11 years who were continuously enrolled during 2000 and 2001 and had a visit with a primary care practitioner during 2000 or 2001.

Childhood access to primary care practitioners is positively associated with successful completion of recommended immunizations and identification and treatment of childhood conditions at early stages of disease.



* Not enough data to report the plan's score.

Members' Experience

What families think about their children's health and dental plans

The Healthy Families Program conducted a survey to assess families' satisfaction and experiences with their children's health and dental plans. The survey results provide you with additional information about your Healthy Families Program health and dental plan choices. Some plans operate in one county, other plans operate in multiple counties.

An independent survey company conducted the survey and prepared this report. The survey was not sponsored or conducted by plans participating in the program. This report was developed based on feedback from families in the Healthy Families Program.

The survey was conducted in five languages—English, Spanish, Vietnamese, Korean and Chinese. Families were randomly selected to participate in the survey. Only those families with a child enrolled in the program for at least six months were eligible to participate. Over 20,000 families were selected for the survey. Of those families surveyed, 65% responded to questions about their health plan, and 46% responded to questions about their dental plan. Responses received from families surveyed were kept confidential.

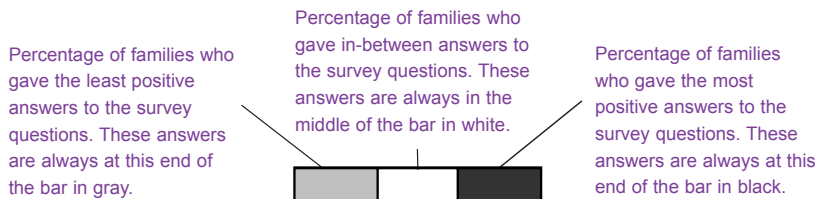
The survey was conducted by mail during the months of August through November 2002.

The survey asked families about their experiences with the health and dental care their children received in the last six months. Specific questions were related to the ability to get care when they needed it, or if the office staff treated them with courtesy and respect. Families were also asked to rate their child's health/dental care and health/dental plan.

Studies show that different language and cultural groups respond to surveys differently. In comparing the results among language groups in this survey, it seems that the language spoken influenced how members rated a plan. While most families are satisfied with the program, people who answered the survey in Korean and Chinese expressed less satisfaction than those who answered in other languages. Some plans participating in the program had a high number of people who responded in Korean and Chinese, and therefore had lower scores than plans with fewer people responding in Korean and Chinese. No one yet understands how to account for these differences.



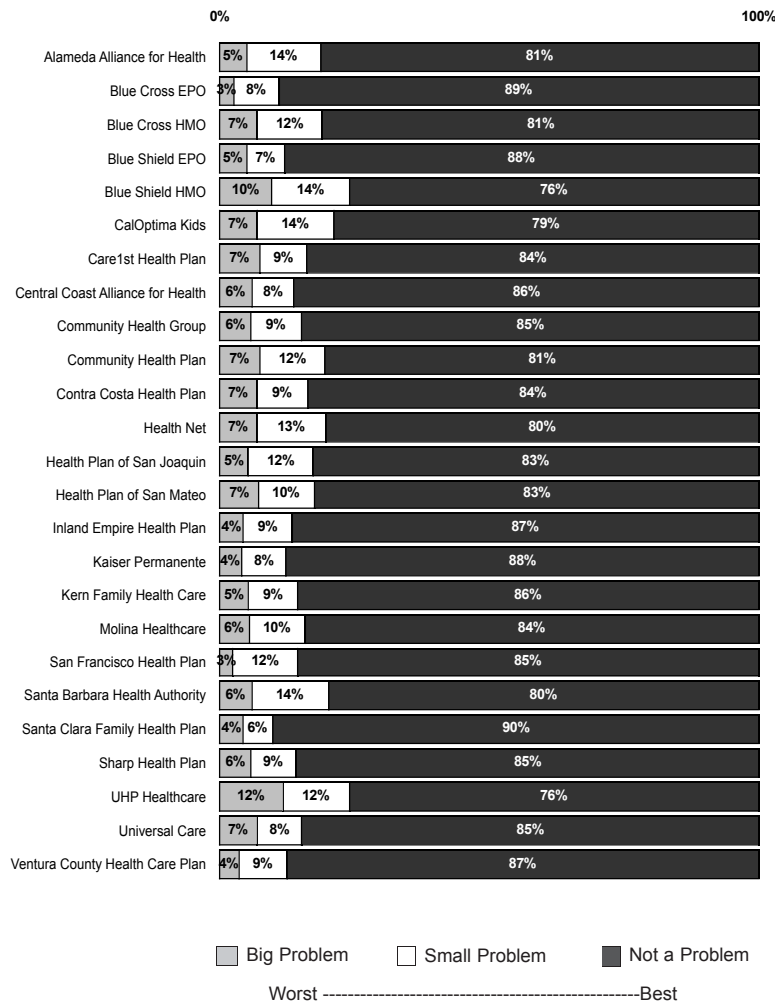
How to Read the Chart



Getting Needed Care for Your Child

This chart shows the results of 4 survey questions that asked families how much of a problem in the last 6 months it was to:

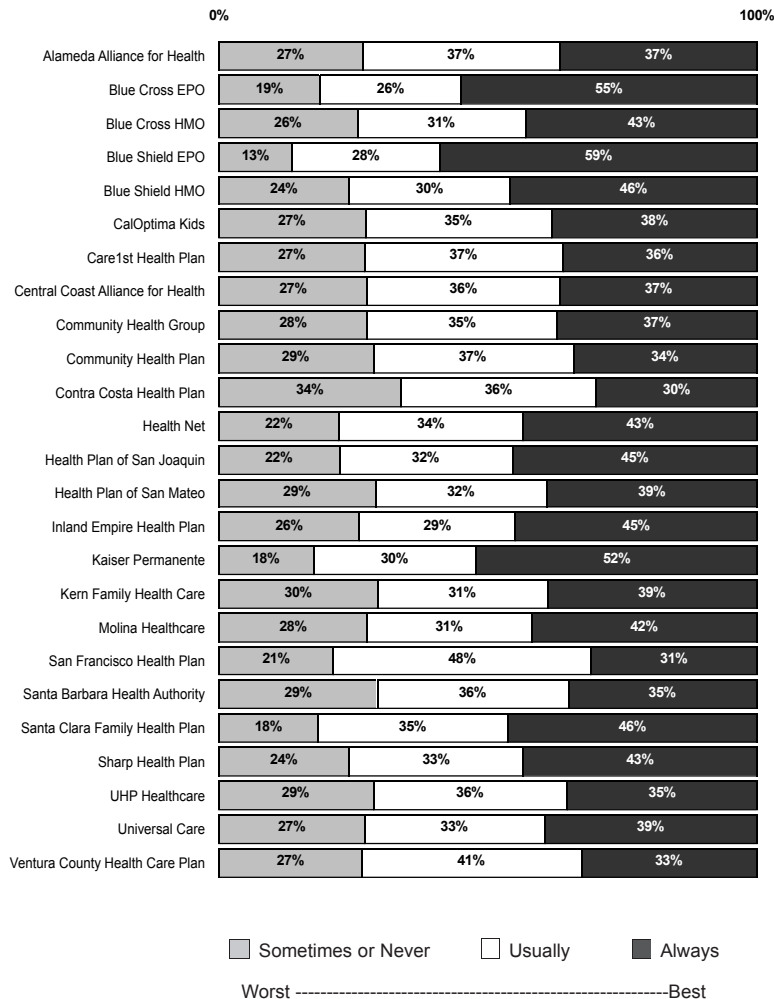
- Get a personal doctor or nurse they were happy with for their child
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their doctor believed necessary
- Get care approved by their child's health plan without delays



Getting Care Quickly for Your Child

This chart shows the results of 4 survey questions that asked families how often in the last 6 months they:

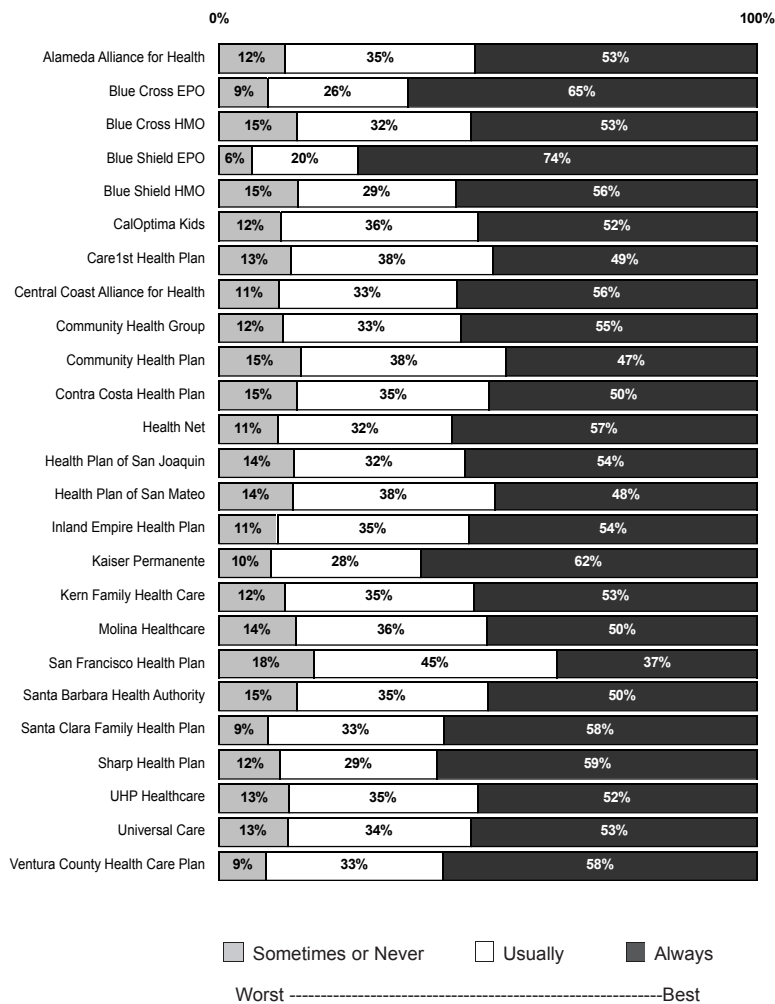
- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child for regular or routine health care
- Got care as soon as they wanted for their child for an illness or injury
- Waited less than 15 minutes past their child's appointment time to see the person their child went to see



How Well Doctors Communicate

This chart shows the results of 4 survey questions that asked families how often in the last 6 months their child's doctors or other health providers:

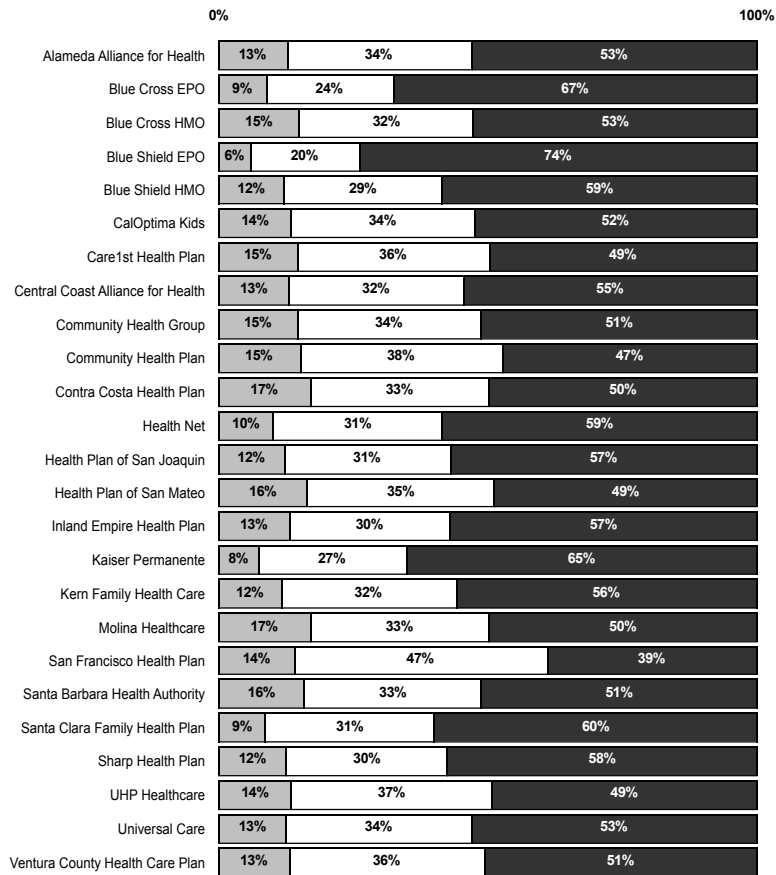
- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child



Courteous and Helpful Office Staff

This chart shows the results of 2 survey questions that asked families how often in the last 6 months the office staff at their child's doctor's office or clinic:

- Treated them and their child with courtesy and respect
- Were as helpful as the family thought they should be

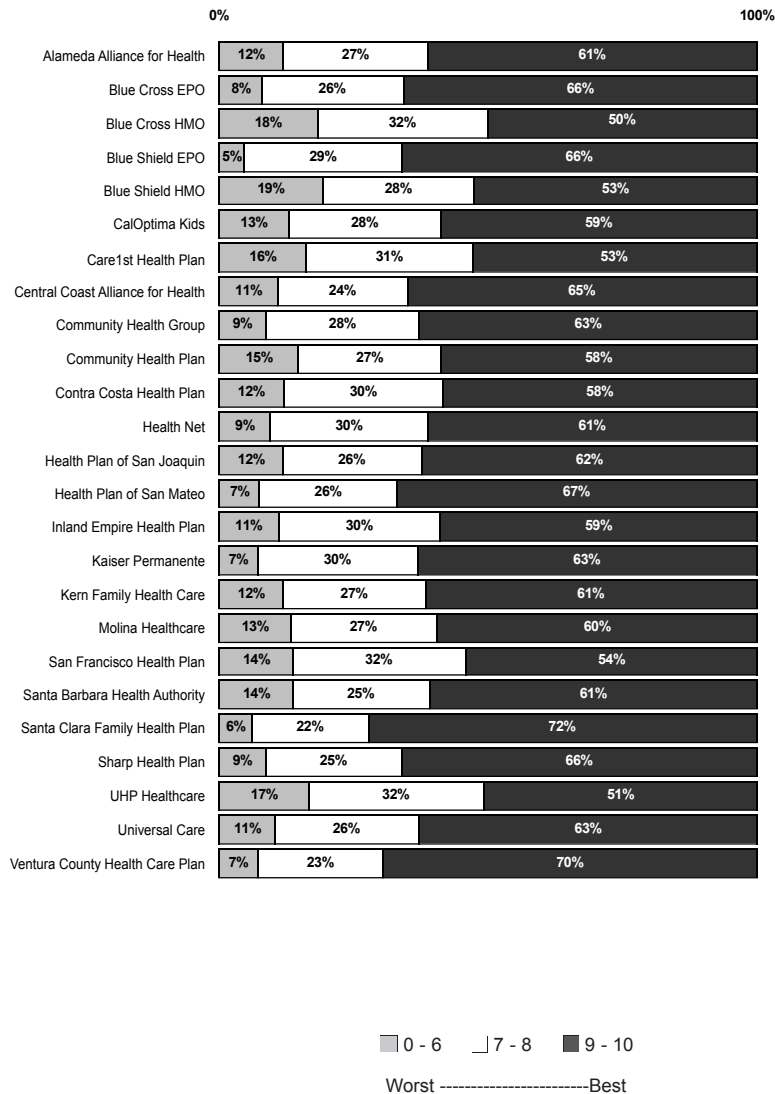


Sometimes or Never
 Usually
 Always

Worst ----- Best

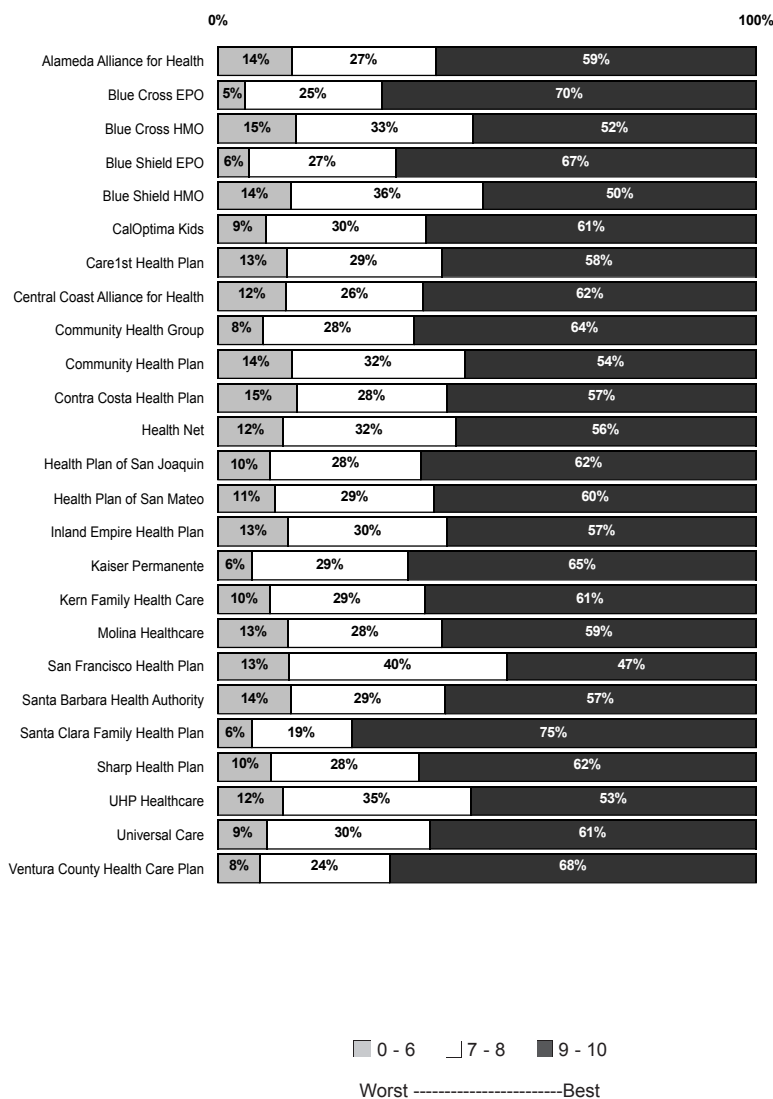
Personal Doctor or Nurse

This chart shows the results of a survey question that asked families to rate their child's personal doctor or nurse on a scale of 0 ("worst personal doctor or nurse possible") to 10 ("best personal doctor or nurse possible") based on their experiences in the last 6 months.



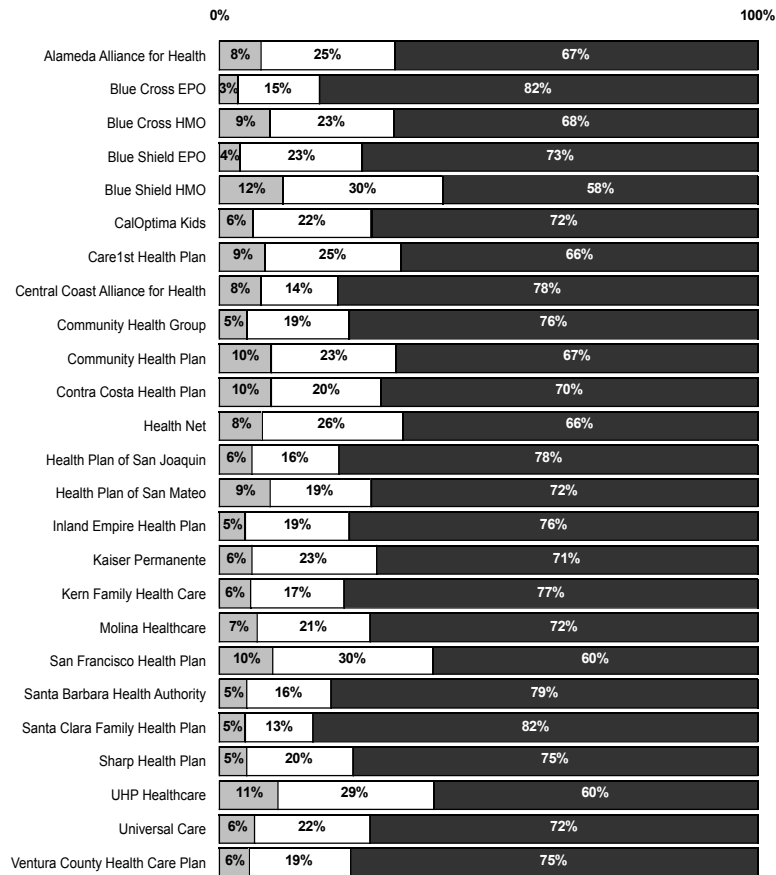
Health Care

This chart shows the results of a survey question that asked families to rate their child's health care from all doctors and other health providers on a scale of 0 ("worst health care possible") to 10 ("best health care possible") based on their experiences in the last 6 months.



Health Plan

This chart shows the results of a survey question that asked families in each plan to rate their child's health plan on a scale of 0 ("worst health plan possible") to 10 ("best health plan possible") based on their experiences in the last 6 months.

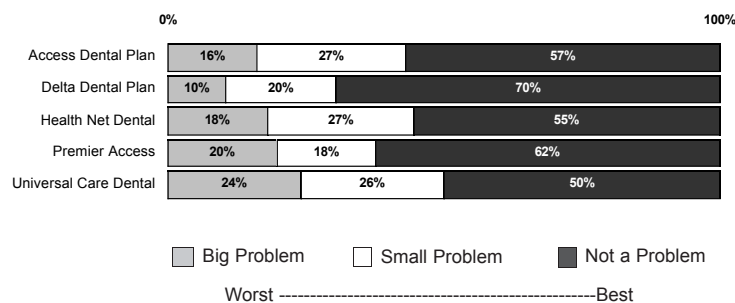


0 - 6 7 - 8 9 - 10
 Worst -----Best

Getting Needed Care for Your Child

This chart shows the results of 4 survey questions that asked families how much of a problem in the last 6 months it was to:

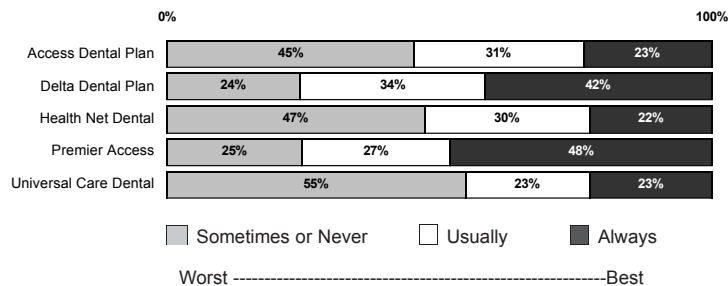
- Get a personal dentist they were happy with for their child
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their dentist believed necessary
- Get care approved by their child's dental plan without delays



Getting Care Quickly for Your Child

This graph shows answers to 4 survey questions that asked families how often in the last 6 months they:

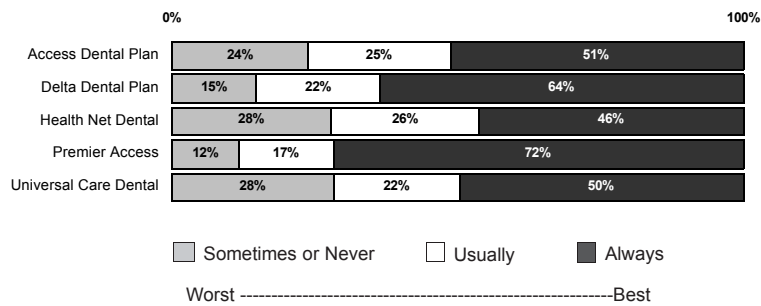
- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child for regular or routine dental care
- Got care as soon as they wanted for their child for an urgent dental need
- Waited less than 15 minutes past their child's appointment time to see the person their child went to see



How Well Dentists Communicate

This chart shows the results of 4 survey questions that asked families how often in the last 6 months their child's dentists or other dental providers:

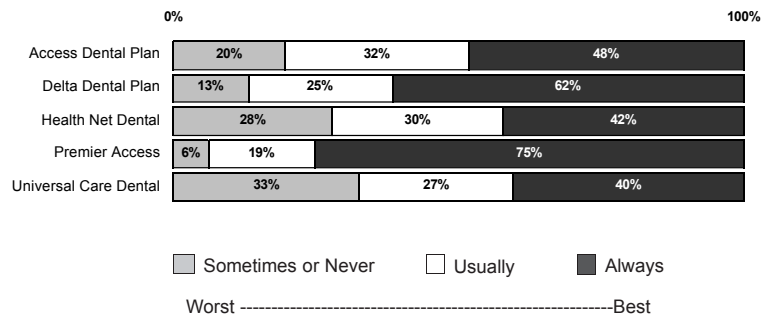
- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child



Courteous and Helpful Office Staff

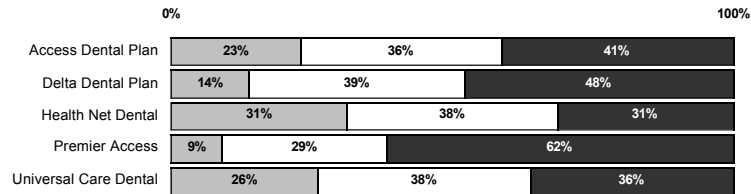
This chart shows the results of 2 survey questions that asked families how often in the last 6 months the office staff at their child's dental office or clinic:

- Treated them and their child with courtesy and respect
- Were as helpful as the family thought they should be



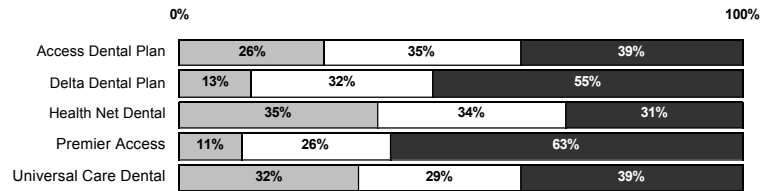
Personal Dentist

This chart shows the results of a survey question that asked families to rate their child's personal dentist on a scale of 0 ("worst personal dentist possible") to 10 ("best personal dentist possible") based on their experiences in the last 6 months.



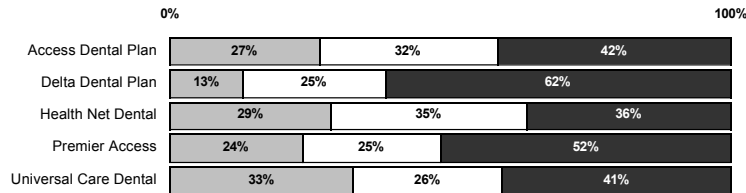
Dental Care

This chart shows the results of a survey question that asked families to rate their child's dental care from all dentists and other dental providers on a scale of 0 ("worst dental care possible") to 10 ("best dental care possible") based on their experiences in the last 6 months.



Dental Plan

This chart shows the results of a survey question that asked families to rate their child's dental plan on a scale of 0 ("worst dental plan possible") to 10 ("best dental plan possible") based on their experiences in the last 6 months.



0 - 6 7 - 8 9 - 10

Worst ----- Best